

Transcript: VICTORIA

Taylor-6331722977198080-5782728429486080

Full Transcript

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Hi. I called the day before yesterday and I was wondering about the state of my Ability Insurance. Okay. Um, what's the name of the agency you work for? Nancan. And the last four of your Social? 1540. And, uh, your first and last name? Lane Sigman. All right. Uh, do you mind verifying your address and date of birth? Address is 409 Jacqueline Drive, Apartment 2, 50 Ohio. Date of birth is August 5th, 1997. And then phone number 740-221-4215? That is correct. And email is lshogunato@aol.com? That is correct. Okay. All right. So I do see that you're pending, it looks like, for the MEC, Tell RX, Dental and Vision. Um, so I know it typically takes about one to two weeks for the enrollment to be processed through payroll, so you might not see that first deduction until two weeks from now. But once you do- Oh, okay. ... the coverage will start the following Monday. That sounds great. Was there anything else you might need help with? Uh, no, that was it. All right. You have a wonderful day. Thanks. You too. Thank you. Bye-bye.

Conversation Format

Speaker speaker_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker_2: Hi. I called the day before yesterday and I was wondering about the state of my Ability Insurance.

Speaker speaker_1: Okay. Um, what's the name of the agency you work for?

Speaker speaker_2: Nancan.

Speaker speaker_1: And the last four of your Social?

Speaker speaker_2: 1540.

Speaker speaker_1: And, uh, your first and last name?

Speaker speaker_2: Lane Sigman.

Speaker speaker_1: All right. Uh, do you mind verifying your address and date of birth?

Speaker speaker_2: Address is 409 Jacqueline Drive, Apartment 2, 50 Ohio. Date of birth is August 5th, 1997.

Speaker speaker_1: And then phone number 740-221-4215?

Speaker speaker_2: That is correct.

Speaker speaker_1: And email is lshogunato@aol.com?

Speaker speaker_2: That is correct.

Speaker speaker_1: Okay. All right. So I do see that you're pending, it looks like, for the MEC, Tell RX, Dental and Vision. Um, so I know it typically takes about one to two weeks for the enrollment to be processed through payroll, so you might not see that first deduction until two weeks from now. But once you do-

Speaker speaker_2: Oh, okay.

Speaker speaker_1: ... the coverage will start the following Monday.

Speaker speaker_2: That sounds great.

Speaker speaker_1: Was there anything else you might need help with?

Speaker speaker_2: Uh, no, that was it.

Speaker speaker_1: All right. You have a wonderful day.

Speaker speaker_2: Thanks. You too.

Speaker speaker_1: Thank you. Bye-bye.